

Streaming Media Order Form

Account Manager:

Station Contact details			
Station name <input type="text"/>			
Telephone number <input type="text"/>	Fax number <input type="text"/>	Account No. (if known) <input type="text"/>	Company reg number <input type="text"/>
Postal Address <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>		Invoice Address (if different) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
Post code <input type="text"/>		Post code <input type="text"/>	
Company contact <input type="text"/>		Telephone number <input type="text"/>	
Email address <input type="text"/>			
Billing contact <input type="text"/>		Telephone number <input type="text"/>	
Email address <input type="text"/>			
Engineer contact <input type="text"/>		Telephone number <input type="text"/>	
Email address <input type="text"/>			

Services

Service:	Please tick the required option	Monthly Ex-VAT £	Annual Ex-VAT £
• Windows Media 32Kbps			
• 50 Stream Service.....	<input type="checkbox"/>	99	1,188
• 100 Stream Service.....	<input type="checkbox"/>	149	1,788
• 200 Stream Service.....	<input type="checkbox"/>	270	3,240
• Other Streaming Service - please specify.....	<input type="checkbox"/>
Prices for other stream limits, streaming video and other bitrates available on request.			

Service:	Please tick the required option	Monthly Ex-VAT £	Annual Ex-VAT £
• MP3 (Shoutcast) 24Kbps			
• 50 Stream Service.....	<input type="checkbox"/>	99	1,188
• 100 Stream Service.....	<input type="checkbox"/>	149	1,788
• 200 Stream Service.....	<input type="checkbox"/>	270	3,240
• Other Streaming Service - please specify.....	<input type="checkbox"/>
Dynamic I.P. or dial-up connections are suitable for this service. Other bitrates available			

Encoders:	Please tick the required option	Monthly Ex-VAT £	Buy Ex-VAT £
• Basic Encoder.....	<input type="checkbox"/>	99	1,175
• 19" Rackmount Encoder.....	<input type="checkbox"/>	149	1,595

Optional Extras

Description:	Please tick the required option	Monthly Ex-VAT	Ex-VAT £
• Advanced Statistics Package (per stream)	<input type="checkbox"/>	25	300...P/A.
• BE E-Stream Processor card	<input type="checkbox"/>	N/A	1,695
• PC Anywhere (remote control and troubleshooting)	<input type="checkbox"/>	N/A	99

€ (Euro) also available: please contact Radica for details

General

- 1. Period of contract:** The streaming agreement will last for a period of 12 months. Where full due payment is received in advance, the customer will be entitled to one month's service free at the end of the 12 month period (for the purposes of the following terms of service this will be deemed to be included as part of the first year's contract).
- 2. Changes to service level:** Customers wishing to migrate to a different service level during the course of the contract will not be charged on the first change. Subsequent downward migration will incur a £50 administration fee. Upward migration will not incur an administration fee.
- 3. Payment:** Where full advance payment is not chosen, monthly payment in advance shall be made in £ (UK pounds sterling) by Direct Debit (please fill in the attached form with details of your UK bank account). Payment will also be accepted, at Radica's discretion, by secure online credit card transaction via PayPal®. Details of opening a PayPal® account can be found at www.paypal.com. If this method of payment is chosen you may make payments in € (Euro) or \$(US) (please contact Radica first for pricing in these currencies) as well as £ (UK pounds sterling). A request for payment (as a single advance sum, or monthly subscription) will be made by PayPal to the billing contact e-mail address entered previously.



Please indicate your preferred method of payment:	12 months in advance by cheque <input type="checkbox"/> or PayPal <input type="checkbox"/>	Monthly, by Direct Debit: <input type="checkbox"/> or PayPal: <input type="checkbox"/>	Currency: £UK <input type="checkbox"/> € <input type="checkbox"/> \$US <input type="checkbox"/>
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Please read the terms of service below before signing the agreement.

Terms Of Service

- 1. Acceptance:** All orders are accepted and goods and services are supplied by Radica Broadcast Systems Limited to the customer subject to the following terms and conditions. No additions or alterations shall apply unless agreed in writing by the parties.
- 2. Customer Undertakings:**
 - a. The customer should ensure that they have permission to stream any copyright material before commencing the service. Existing broadcasters must still inform copyright owners, or their societies (PRS, MCPS, PPL etc) of their activities. The customer will be responsible for all fees, taxes, royalties and any other expenses incurred due to their streaming.
 - b. The customer agrees not to broadcast material that infringes any copyright, trademark, or any privacy or patent right or similar rights of any third party, or transmit any text, graphics, sound recordings, communications, video or other (materials) information that is indecent, intrusive, obscene, fraudulent, racially offensive or abusive. Similarly, no materials may be transmitted which violate any local, regional, national, or international law.
 - c. The customer agrees not to exceed the bitrate they have agreed with Radica Broadcast Systems Ltd.
 - d. The customer agrees to provide a means of delivery of data to the server (such as ADSL) which has been agreed with Radica Broadcast Systems Ltd. The customer will not divulge information to any third party which may allow unauthorised access to streaming facilities. The customer may not transmit data to the server from any other locations than those agreed with Radica Broadcast Systems Ltd.
- 3. Default of payment:** Cancelling or default of the Direct Debit mandate or PayPal account without informing Radica Broadcast Systems Ltd will result in suspension of service. A £50 fee will be charged for administration costs upon re-connection plus any other applicable charges. Annual renewal payments must be received by Radica Broadcast Systems Ltd. before the end of the existing contract period.
- 4. Loss or Damage:** Where equipment is hired the equipment will be at the risk of the customer, and any loss or damage to the equipment during the hire period or during transit arranged by the customer will be the absolute responsibility of the customer. The customer will be liable to pay Radica the full replacement cost of any equipment lost or damaged (or, at Radica's option, the cost of repair of the damaged equipment) within a period of fourteen days of the incident occurring. The customer should therefore comprehensively insure all equipment at the purchase value specified overleaf from the period of receipt by the customer until return to Radica
- 5. Recovery:** Radica reserves the right to recover any equipment on hire at any time if the customer is, or threatens to be, in breach of any term of this agreement, if the hire charges are not paid as agreed, if the customer is insolvent or declared bankrupt, or in the case of a corporate body is subject to winding up proceedings in respect of which a receiver or liquidator is appointed.
- 6. Title:** All equipment on hire remains the property of Radica Broadcast Systems Ltd. at all times. All other equipment remains the property of Radica Broadcast Systems Ltd. until full and cleared payment has been received.
- 7. Limitation of liability:** Radica Broadcast Systems Ltd shall not be held responsible or liable for any problems, or poor quality due to congestion on a



Radica

BROADCAST SYSTEMS

Instruction to your Bank or Building Society to pay by Direct Debit

Please fill in the whole form using a ball point pen and send it to:

**Radica Broadcast Systems Ltd.
18 Bolney Grange Industrial Park
Hickstead
Haywards Heath
West Sussex
RH17 5PB**

Originator's Identification Number

6	3	0	2	1	5
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Reference Number

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Name(s) of Account Holder(s)

Bank/Building Society account number

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Branch Sort Code

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Instruction to your Bank or Building Society

Please pay Radica Broadcast Systems Ltd. Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with Radica Broadcast Systems Ltd. and, if so, details will be passed electronically to my Bank/Building Society.

Name and full postal address of your Bank or Building Society

To: The Manager	Bank/Building Society
Address	
Postcode	

Signature(s)

Date

Banks and Building Societies may not accept Direct Debit Instructions from some types of account

DD12

This guarantee should be detached and retained by the Payer.

The Direct Debit Guarantee



- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change Radica Broadcast Systems Ltd. will notify you 10 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Radica Broadcast Systems Ltd. or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to us.